

Budget Estimates – Health Portfolio

Healthscope – response to supplementary questions

| Supplementary Question | Response |
|---|---|
| (2) How many patients where in Short Stay there on the 14th of September 2024? | There were 14 admissions to the Northern Beaches Hospital Short Stay Unit for the 24-hour period of 14 September 2024. |
| (4) How many patients where there in fast track on the 14th of September 2024? | There were 71 total patients allocated to the Northern Beaches Hospital Fast Track service for the 24-hour period of 14 September 2024. |
| (8) How long are the Paediatrics Consultant ward rounds meant to take across the 3 zones – fast track, short stay and ED? | <p>Ward rounds by Emergency Department physicians at Northern Beaches Hospital vary depending on the volume, acuity and complexity of patients in each of the wards.</p> <p>However, a typical rotation would be:</p> <ul style="list-style-type: none"> • Emergency Department Short Stay Unit (two hours), • Paediatric Emergency Department (one-two hours depending on patient volume) • Fast Track Service (on a consult basis) |
| <p>(10) Do Paediatric Consultants start their ward rounds in the same manner every time – e.g. Short Stay, Fast track and ED room last. Is this standard hospital protocol?</p> <p>(a) If not, what is the discretion of the Paediatrics Consultant to make their decision?</p> | Emergency Department physicians assigned to paediatric care at Northern Beaches Hospital start their ward rounds in the Paediatric Ward at 8:00am, where they receive a handover of patients in the Paediatric Emergency Department and the Emergency Department Short Stay Unit from the Night Doctor. During their shift, they consult on an 'as required' basis in the Emergency Department. |
| (13) How many Paediatrics Consultants where on shift at the Paediatrics ED department between 8am – 10.47am on the 14/9/24? | On the at Northern Beaches Hospital day shift of 14 September 2024, there was one Emergency Department physician rostered for the Paediatric Emergency Department, the Fast Track service and the Emergency Department Short Stay Unit. |
| <p>(16) If there was no NUM during 7am – 10.47am – why not?</p> <p>(a) Is this normal NSW ED room staffing levels?</p> | There was a Nurse Unit Manager present at the Northern Beaches Hospital Emergency Department on 14 September 2024, as is standard practice 24 hours per day. There was an additional Nurse Unit Manager rostered on from 10:00am until 10:30pm to cover the Paediatric Emergency Department, the Fast Track service and the Short Stay Unit. |

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| | (a) This was a normal staffing profile for the Northern Beaches Hospital Emergency Department, which employs different staffing arrangements to NSW Health hospitals. | | | | | | | | | | | | | | | | | | | | |
| (23) Please provide time stamp from CCTV of when father Danny Massa was admitted to the ED back end room to visit Joe Massa? | Northern Beaches Hospital advises that no CCTV footage of this description is available. As policy is to automatically delete CCTV footage after 30 days, only footage of Baby Joe Massa has been retained from this time. While the exact location being referred to is not clear, it is likely there is no CCTV coverage of that area of the hospital. | | | | | | | | | | | | | | | | | | | | |
| (24) What is the NBH protocol for a paediatric patient sent to resus? (a) Please provide protocol steps | Northern Beaches Hospital is required to follow the Advanced Life Support protocols set out by NSW Health. (a) These are available at the Emergency Care Institute website: Paediatrics Emergency Care Institute | | | | | | | | | | | | | | | | | | | | |
| (27) Who checks on the ability /capabilities of ED Advanced Trainee when working in Paediatrics to ensure the hospital is safe? (a) Was this followed, if so, how? | Emergency Medicine Trainees at Northern Beaches Hospital must be members of the Australian College of Emergency Medicine, which requires they must have completed a medical degree and be registered to practice medicine in Australia or New Zealand. They must pass Police Checks and Working with Children Checks. They are selected at interview by a panel typically comprising the Director or Deputy Director of Emergency Medicine, a member of the Junior Medical Officer Unit and a Director of Emergency Medicine Training. | | | | | | | | | | | | | | | | | | | | |
| (32) Please share the ED daily intake in terms of numbers across each day from 20th February until Friday 28th Feb 2025? | Northern Beaches Hospital advises that the daily Emergency Department intake for each day from 20 th February until 28 th February is as follows: <table> <thead> <tr> <th>Date</th><th>Presentations-admissions</th></tr> </thead> <tbody> <tr> <td>20/02/25:</td><td>159 - 53</td></tr> <tr> <td>21/02/25:</td><td>139 - 62</td></tr> <tr> <td>22/02/25:</td><td>160 - 55</td></tr> <tr> <td>23/02/25:</td><td>148 - 56</td></tr> <tr> <td>24/02/25:</td><td>168 - 72</td></tr> <tr> <td>25/02/25:</td><td>174 - 62</td></tr> <tr> <td>26/02/25:</td><td>180 - 69</td></tr> <tr> <td>27/02/25:</td><td>169 - 68</td></tr> <tr> <td>28/02/25:</td><td>158 - 66</td></tr> </tbody> </table> | Date | Presentations-admissions | 20/02/25: | 159 - 53 | 21/02/25: | 139 - 62 | 22/02/25: | 160 - 55 | 23/02/25: | 148 - 56 | 24/02/25: | 168 - 72 | 25/02/25: | 174 - 62 | 26/02/25: | 180 - 69 | 27/02/25: | 169 - 68 | 28/02/25: | 158 - 66 |
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Budget Estimates – Health Portfolio

Healthscope – response to supplementary questions

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| (33) Please share the ED daily intake in terms of numbers across each day 6th – 14th February 2025? | <p>Northern Beaches Hospital advises that the daily Emergency Department intake for each day from 6th February until 14th February is as follows:</p> <table> <tr> <th>Date</th><th>Presentations-admissions</th></tr> <tr> <td>6/02/25</td><td>176-57</td></tr> <tr> <td>7/02/25</td><td>199-74</td></tr> <tr> <td>8/02/25</td><td>184-61</td></tr> <tr> <td>9/02/25</td><td>174-68</td></tr> <tr> <td>10/02/25</td><td>174-52</td></tr> <tr> <td>11/02/25</td><td>204-59</td></tr> <tr> <td>12/02/25</td><td>190-55</td></tr> <tr> <td>13/02/25</td><td>190-71</td></tr> <tr> <td>14/02/25</td><td>180-66</td></tr> </table> | Date | Presentations-admissions | 6/02/25 | 176-57 | 7/02/25 | 199-74 | 8/02/25 | 184-61 | 9/02/25 | 174-68 | 10/02/25 | 174-52 | 11/02/25 | 204-59 | 12/02/25 | 190-55 | 13/02/25 | 190-71 | 14/02/25 | 180-66 |
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| (35) CEO Tino La Spina - As CEO of Healthscope which runs Northern Beaches Hospital, what is their professional experience in the healthcare field? | <p>As incoming Healthscope CEO, Mr La Spina's most recent experience was at GenesisCare, one of Australia's leading private cancer care providers. Prior to this, Mr La Spina held senior executive positions at major Australian companies Boral and Qantas.</p> | | | | | | | | | | | | | | | | | | | | |
| (36) How can you guarantee that the health care offered in a PPP structure will always be the equivalent to what a public hospital offers given the catastrophic mistakes made in Joe's case? | <p>Northern Beaches Hospital is a private hospital that provides services to public patients in accordance with the terms of a contract with NSW Health that governs a range of quality standards.</p> <p>Northern Beaches Hospital is accredited to the National Safety and Quality Health Service (NSQHS) standards and has maintained this accreditation since the hospital opened in October 2018. This is the same level of accreditation that applies to NSW public hospitals.</p> | | | | | | | | | | | | | | | | | | | | |
| (37) What do you say to the Northern Beaches community who have lost faith in the hospital to provide adequate and critical care? | <p>Healthscope acknowledges that there were unacceptable failings in the treatment of Baby Joe Massa, and we are sorry that he did not receive the care he deserved at our hospital.</p> <p>We have accepted all findings and recommendations of the Serious Adverse Event Review and have already enacted several changes to our systems.</p> <p>We agree with Joe's parents, Elouise and Danny Massa, that every effort must be made to prevent such a tragedy occurring again and restore the confidence of the community in the hospital.</p> | | | | | | | | | | | | | | | | | | | | |

Budget Estimates – Health Portfolio

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|---|--|
| | <p>The community can be assured that we are working hard to deliver them the highest standard of care at Northern Beaches Hospital.</p> <p>They can also be assured by the fact that that the hospital consistently rates highly in ranking tables for public hospital performance, including delivering strong results in emergency department and planned surgery performance.</p> |
| (39) In the Critical incident SEAR report it identified safety culture issues. Do you think the nurses are underperforming because there is evidently a bad culture as a result of lower pay rates? | <p>Northern Beaches Hospital is proud of our culture, of which the Australian Commission on Safety and Quality in Health Care recently said:</p> <p>"There is an excellent demonstration of teamwork and productive collaboration. We saw many examples of the positive and person-centred culture in action, in addition to the culture of continuous improvement".</p> <p>We know there are areas to improve, and we are working hard to implement measures to ensure we uphold the highest standards of healthcare at our facility.</p> |
| (40) Where any staff not rostered on, shifts cancelled on the 13th and 14th Sept 2024 that would have caused the Paediatrics ED room and NBH ED room understaffed? | <p>On the 13th and 14th of September, Northern Beaches Hospital advises that all shifts had their budgeted staffing profile. One Registered Nurse called in sick (on the 14th) but was replaced with a casual Registered Nurse for that shift.</p> |
| <p>(41) Was the Paediatrics ED Room correctly staffed as per NSW health standards on the 14th Sept between 7-10.47am.</p> <p>(a) List what staff where in Paediatrics ED</p> <p>(b) And what the guideline is – across all levels – nursing, registrars and consultants</p> | <p>Yes. The Paediatric Emergency Department was correctly staffed as follows:</p> <p>7:00am – 7:30pm – 2 Registered Paediatric Nurses</p> <p>10:00am – 10:30pm – 1 Registered Paediatric Nurse (Team Leader)</p> <p>10:00am - 10:30pm – 1 Nurse Unit Manager covering Paediatric Emergency Department, Emergency Department Short Stay Unit and Fast Track service</p> <p>24 hour cover – 1 Nurse Unit Manager</p> |
| (42) How much will it cost to buy out Healthscope for the remainder of its contract - looking at the Emergency Department only and secondly in its entirety? | <p>At this time Healthscope does not believe there are any plans for early termination of the contract governing the operational arrangements at</p> |

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| | Northern Beaches Hospital. As such, costs for early termination are not available. |
| (43) How much did Healthscope receive for the one day filming of Russell Crowe's movie earlier this month? | Northern Beaches Hospital advises that no payment was made. |
| (44) Since opening in 2018, how many times has Healthscope leased its facilities to a production company for profit and at what cost? | This is not a common occurrence at Northern Beaches Hospital and there is no centrally-held documentation of prior film productions. |
| (45) Please list the IT upgrades in detail you have committed to implementing since Joe's death? | <p>Healthscope is working as quickly as possible with our technology partners to rectify IT issues and systems failures identified in the Serious Adverse Event Review following the death of Baby Joe Massa.</p> <p>We are implementing a 'Between the Flags' system into the IT system at triage in the Northern Beaches Hospital Emergency Department, to ensure that clinicians are alerted of vital signs outside the normal range by visual cues as they are entered into the system. In addition, patients with vital signs that have moved out of range will be flagged on the Emergency Department Patient List, alerting clinicians in the department.</p> <p>In addition, the following question has been added to the Paediatric HIRAIID electronic assessment: 'Have you discussed the REACH system to escalate concerns with the patient carer / family?'</p> |
| (46) Hospital staff say that the Telstra Health connection constantly drops out which is very concerning and impacts care delivery – please provide a comprehensive log of internet dropouts throughout 2024. | <p>Healthscope is aware of the shortcomings of the Wi-Fi at Northern Beaches Hospital.</p> <p>Outages requiring downtime procedures occurred on 12 June 2024, 6 August 2024, 6 November 2024 and 21 November 2024.</p> |
| (47) How much would it cost to discontinue with Telstra Health and set up Cerner FirstNet? | This is unknown as it has not been scoped. We further understand that NSW Health is moving away from Cerner to Epic for its Single Patient Data Record. |
| (48) Staff have been trained in Cerner FirstNet and many are not familiar with Telstra Health – Adopting a new IT system with Cerner FirstNet will save lives and make the job of healthcare practitioners easier. Would you agree? Will you change to Cerner FirstNet? | <p>All staff are trained in the existing IT system as part of their induction at NBH.</p> <p>The decision to install the electronic medical record system that is in place</p> |

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| | at Northern Beaches Hospital was done in conjunction with the NSW Health at the time of the original development of the hospital. |